Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	Low	**Medium**	**FCR Total**
Human Resource Management	66 42	5 0	71 42
Customer Company Total	66 42	5 0	71 42

Human Resource Management

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
Human Resource Management	66	5	71
	7	4	11
Customer Company Total	66	5	71
	7	4	11

Human Resource Management

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Human Resource Management	66 0.26	5 3.64	71 0.49
Customer Company Total	66 0.26	5 3.64	71 0.49

Human Resource Management

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Missed Resolution**		
	Low	Medium	MR Total
Human Resource Management	66 0	5 3	71 3
Customer Company Total	66 0	5 3	71 3

Human Resource Management

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	Low	Medium	ATTR Total
Human Resource Management	66 0.45	5 4.69	71 0.75
Customer Company Total	66 0.45	5 4.69	71 0.75

Human Resource Management

Detail

INC000000211628	Bart Olsen	None	None	None			TIR Missed: Yes	TIR:	1.38
	Capitol Desktop Support	Peter Musser	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	1.38
INC000000212172	Julie Preece	Telecom	Feature	None			TIR Missed: No	TIR:	0.18
	Voice/Data/WAN Services	Mark Thomas	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	2.30
INC000000213021	Ann Galvan	PC/Laptop	Virus	None			TIR Missed: No	TIR:	0.03
	Metro C Desktop Support	Ken Knobel	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.03
INC000000213031	Bart Olsen	Application	None	Novell Messenger			TIR Missed: No	TIR:	0.30
	Capitol Hosting	Jill Berman	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	1.13
INC000000213407	Debbie Martinez	Application	Reporting	Novell Messenger			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000213714	Daniel Thompson	None	None	Internet Explorer			TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000213953	Jeri Lea Buckley	None	None	None			TIR Missed: No	TIR:	0.00
	Metro C Desktop Support	Karen Gross	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000213961	Bart Olsen	Network	Password	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000213993	Letty Debenham	Telecom	None	Telephone			TIR Missed: No	TIR:	0.04
	Voice/Data/WAN Services	Spencer Blodgett	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.32
INC000000214002	Colette Hudson	Application	Error	Echart			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000214996	Tina Sweet	Application	Reporting	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000215260	Peggy Romney	Network	None	None			TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Ron LeBaron	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000215296	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000215305	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.09
INC000000215325	Christa Rowland	Print/Copy/Scan/Fax	Paper Jam	None			TIR Missed: No	TIR:	0.13
	Metro A Desktop Support	Robert Wall	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	1.69
INC000000215382	Sandra Johnston	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.02

Human Resource Management

INC000000215446	Sarah W Thomson	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR:	2.52
Metro D Desktop Support	Rod Tucker	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	2.52
INC000000215764	Linda McCaffery	Network	Performance	Novell GroupWise		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Randy Graham	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000215782	Linda McCaffery	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Randy Graham	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000216041	Casey Parry	PC/Laptop	None	None		TIR Missed: Yes	TIR:	1.67
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	2.82
INC000000216452	Sharon Reynolds	Application	Error	Acrobat Reader		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Burton Brown	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.14
INC000000216453	Bryan Embley	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Burton Brown	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.14
INC000000216550	Rick Hughes	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	1.45
Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	1.95
INC000000217226	Sandra Johnston	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000217232	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.03
INC000000217238	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000217243	Sandra Johnston	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.03
INC000000217322	Linda Barrow	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000217342	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.02
INC000000217379	Sandra Johnston	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000217768	Tami Hart	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.18
INC000000217770	Christa Rowland	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.17
INC000000217771	Michelle Campbell	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Human Resource Management	Low	Closed		TTR Missed: No	TTR:	0.16

Human Resource Management

INC000000217772	Janet Davis	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000217776	Jay Jensen	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000217778	Cathy Lewis	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000218143	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000218198	Shannon Casias	Network	Error	None		TIR Missed: Yes	TIR:	2.10
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Medium	Closed	TTR Missed: No	TTR:	3.17
INC000000218198	Shannon Casias	Network	Error	None		TIR Missed: Yes	TIR:	2.10
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Medium	Closed	TTR Missed: Yes	TTR:	6.53
INC000000218198	Shannon Casias	Network	Error	None		TIR Missed: Yes	TIR:	6.53
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Medium	Closed	TTR Missed: No	TTR:	3.17
INC000000218198	Shannon Casias	Network	Error	None		TIR Missed: Yes	TIR:	6.53
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Medium	Closed	TTR Missed: Yes	TTR:	6.53
INC000000218616	Marian Capito	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.52
	Metro D Desktop Support	Eldon Jenson	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	2.04
INC000000219115	Linda Whitney	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000219129	Gaye Betts	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR:	1.08
	Metro D Desktop Support	Dustin Crump	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	1.08
INC000000219381	Jay Jensen	Network	Incident	None		TIR Missed: Yes	TIR:	2.51
	Metro A Hosting	Chris Kunde	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	2.54
INC000000220754	Patricia Barrett	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000220793	Cathy Lewis	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	
INC000000220852	Linda Whitney	Application	Reporting	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000220959	Gaye Betts	Network	Password	None		TIR Missed: Yes	TIR:	3.45
	Metro D Desktop Support	Dustin Crump	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	3.55
INC000000221220	Melissa Little	None	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00

Human Resource Management

INC000000221294	Sarah W Thomson	Application	None	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Rod Tucker	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000221301	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	0.02
INC000000221304	Sandra Johnston	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	0.03
INC000000221555	Patricia Barrett	Application	Error	Content Manager		TIR Missed: No	TIR:	0.43
Metro A Desktop Support	Robert Wall	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	0.67
INC000000221925	Dana Powers	Server	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000221944	Gaye Betts	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.95
Metro D Help Desk	Jed Patrick	Human Resource Management	Medium	Resolved		TTR Missed: Yes	TTR:	4.08
INC000000222314	Carol Starks	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Dusty Serr	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000222464	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	0.05
INC000000222467	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	0.48
INC000000222594	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	0.02
INC000000222602	Jolene Davis	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	0.03
INC000000222650	Gaye Betts	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Denise Wardle	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000222726	Colette Hudson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000224040	Gaye Betts	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.05
Voice Operations	Annette Nielsen	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	0.36
INC000000224412	Larene Wyss	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000225346	Marian Capito	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.67
Metro D Desktop Support	Philip Henderson	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	1.85
INC000000225612	Anita Quibell	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.46
Help Desk	Brenda Treadway	Human Resource Management	Low	Resolved		TTR Missed: No	TTR:	0.46

Human Resource Management

INC000000225622	Nikki Broadhead	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000225831	Carrie Frampton	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Philip Henderson	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	0.27
INC000000226756	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	0.02
INC000000226768	Sandra Johnston	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low		Resolved	TTR Missed: No	TTR:	0.03